

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

January 2015

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CLC6342, IER6342	ACN Communications Services, Inc.	Service	Call Quality	1
		Total ICs		
IER6658	Asian American Association	Service	Number Portability	1
		Total ICs		
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	20
		Billing	Bundled Services	2
		Billing	Cramming	9
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	10
		Billing	Slamming	2
		Billing	Other Charges	4
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	8
		Lifeline	LLB Approved for Discount	10
		Lifeline	LLB Discount Switched to Other Carrier	4
		Lifeline	LLB Federal Program/Equipment	1
		Policy and Practices	Abusive Marketing	8
		Policy and Practices	Safety	2
		Service	Call Quality	20
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	37
		Service	Disconnected In Error	2
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	2
		Service	Operator Services	1
		Service	Outage	78
Service	Refusal To Serve	1		
Total ICs			228	

Utility Code	Utility Name	Category	Subcategory	Count
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Bill Adjustment	2
		Billing	Bill Not Received	1
		Billing	Cramming	1
		Billing	Disputed Charges	1
		Billing	High Bill	2
		Service	Call Quality	2
		Service	Delayed Orders	3
		Service	Outage	3
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	8
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee	3
		Billing	High Bill	3
		Billing	Other Charges	3
		Billing	Payment Arangement	1
		Policy and Practices	Abusive Marketing	5
		Service	Call Quality	1
		Service	Delayed Orders	1
		Service	Number Portability	1
CLC7038, IEC7038	Bandwidth.com Clec, LLC	Billing	Disputed Customer of Record	1
		Billing	Slamming	2
				Total ICs
CLC7118	Birch Communications	Billing	Early Termination Fee	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
				Total ICs
CER4412	Budget Mobile; Budget Mobile LifeLine	Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	7
				Total ICs
CLC6878, CLR6878, IEC6878	Charter	Service	Outage	1
				Total ICs
CLR5227, IEC5227	Clear Choice Communications; Excel Communications; Matrix Business Technologies; Trinsic Communications; VarTec Telecom	Billing	Cramming	1
				Total ICs
IEC6039	Clear World Communications Corp.	Billing	Slamming	1
				Total ICs
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bill Adjustment	3
		Service	Operator Services	1
		Service	Outage	1
		Service	Refusal To Serve	1
				Total ICs
CER4328	Consumer Cellular, Inc.	Service	Refusal to Serve	1
				Total ICs

Utility Code	Utility Name	Category	Subcategory	Count
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Cramming	1
		Lifeline	LLB Approved for Discount	1
		Total ICs		2
CER4308	CREDO	Billing	Early Termination Fee	1
		Total ICs		1
CLC7150	Cruzio Media, Inc.	Service	Delayed Orders / Missed Appointments	1
		Total ICs		1
CLC6610, IEC6610	CuraTel	Billing	Disputed Customer of Record	1
		Total ICs		1
CLC5429, IEC5429	Frontier Communications	Billing	High Bill	1
		Billing	Other Charges	1
		Service	Call Quality	1
		Total ICs		3
LEC1026	Frontier Communications of the Southwest	Lifeline	LLB Application Request	1
		Total ICs		1
IEC5680	Global Tel*Link Corporation (GTL)	Billing	High Bill	1
		Total ICs		1
IER7179	Impact Telecom, Inc.	Billing	Other Charges	1
		Total ICs		1
IEC5786	Legacy Inmate Communications	Billing	Cramming	1
		Total ICs		1
IER6932	Long Distance Consolidated Billing Co.	Billing	Slamming	1
		Total ICs		1
CLC6927, CLR6927, IER6927	OneTouch Communications; Touch Base Communications	Service	Disconnected in Error	1
		Total ICs		1
IEC6005	Peak Communications	Billing	Cramming	1
		Total ICs		1
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Early Termination Fee	1
		Billing	Slamming	1
		Policies and Practices	Abusive Marketing	2
		Total ICs		4
CER4387	ReachOut Wireless	Lifeline	LLB Federal Program/Equipment	2
		Total ICs		2
CER4447	Red Pocket, Inc.	Policy and Practices	Abusive Marketing	1
		Total ICs		1
CLC7002	Sonic Telcom, LLC	Service	Outage	2
		Total ICs		2
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	3
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee	3
		Billing	Other Charges	1
		Billing	Slamming	1
		Policies and Practices	Abusive Marketing	3
		Service	Refusal to Serve	1
		Total ICs		14

Utility Code	Utility Name	Category	Subcategory	Count
IEC5918, IER5918	Startec Global Communications; Teligent	Billing	Bill Adjustment	1
		Total ICs		
CER4411	Tag Mobile, LLC	Lifeline	LLB Approved for Discount	1
		Total ICs		
CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5859	Telepacific Communications	Billing	Bill Adjustment	1
		Total ICs		
CER4380	Telscape Communications, Inc.; Surelink Mobile	Billing	Bill Adjustment	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	3
		Total ICs		
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Slamming	1
		Service	Disconnected in Error	1
		Service	Disconnection Non Payment	1
		Service	Number Portability	1
		Total ICs		
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	2
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee	2
		Billing	High Bill	1
		Billing	Other Charges	2
		Billing	Slamming	1
		Policy and Practice	Abusive Marketing	2
		Total ICs		
CLC6265, IER6265	TNCI Operating Company, LLC	Billing	High Bill	1
		Total ICs		
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	Billing	Delayed Orders / Missed Appointments	1
		Billing	Number Portability	1
		Total ICs		
IER7170	United Telecom, Inc.	Billing	Cramming	1
		Total ICs		
CLC5253, IEC5253	Verizon Access Transmission	Billing	Bill Adjustment	1
		Lifeline	LLB Approved for Discount	1
		Service	Outage	1
		Total ICs		
CER4386	Verizon Business Service	Service	Dead Zone	1
		Total ICs		

Utility Code	Utility Name	Category	Subcategory	Count
CLC1002, LEC1002	Verizon California, Inc.	Billing	Bill Adjustment	9
		Billing	Bill Not Received	1
		Billing	Bundled Services	1
		Billing	Cramming	2
		Billing	Disputed Customer of Record	2
		Billing	High Bill	6
		Billing	Other Charges	6
		Billing	Out of Service Credit	2
		Billing	Slamming	1
		Billing	Payment Error	1
		Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practice	Abusive Marketing	3
		Service	Call Quality	2
		Service	Delayed Orders / Missed Appointments	1
		Service	Disconnection Non Payment	1
		Service	Number Portability	1
		Service	Operator Services	1
		Service	Outage	6
Service	Refusal to Serve	1		
			Total ICs	55
IEC5732	Verizon Long Distance	Billing	Other Charges	1
		Service	Delayed Orders / Missed Appointments	1
			Total ICs	2
CLC5494	Verizon Select Services	Billing	Disputed Customer of Record	1
			Total ICs	1
CEC3029	Verizon Wireless	Billing	Bill Adjustment	8
		Billing	Cramming	3
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee	4
		Billing	High Bill	4
		Billing	Other Charges	3
		Policy and Practice	Abusive Marketing	3
		Policy and Practice	Safety	1
		Policy and Practice	Call Quality	1
			Total ICs	29
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Application Request	4
		Lifeline	LLB Approved for Discount	14
		Lifeline	LLB Discount Switched to Other Carrier	4
		Lifeline	LLB Federal Program/Equipment	8
			Total ICs	30
Total ICs Sent ¹				482

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.